

QUALITY ASSURANCE SUEILLANCE PLAN (QASP)

Off-Site Out-Patient Lodging

The contractor shall be evaluated in accordance with the following QASP.

For: Asheville VA Medical Center

Contract Description: The contractor will provide off-site out-patient lodging at the Asheville VA Medical Center 11000 Tunnel Road, Asheville, NC 28805.

Contractor's name: **TO BE DETERMINED (TBD)**

1. PURPOSE

This Quality Assurance Surveillance Plan (QASP) provides a systematic method to evaluate performance for the stated contract. This QASP explains the following:

- What shall be monitored
- How monitoring shall take place
- Who shall conduct the monitoring
- How monitoring efforts and results shall be documented

This QASP does not detail how the contractor accomplishes the work. Rather, the QASP is created with the premise that the contractor is responsible for management and quality control actions to meet the terms of the contract. It is the Government's responsibility to be objective, fair, and consistent in evaluating performance.

This QASP is a "living document" and the Government may review and revise it on a regular basis. However, the Government shall coordinate changes with the contractor. Copies of the original QASP and revisions shall be provided to the contractor and Government officials implementing surveillance activities.

2. Government Roles and Responsibilities

The following personnel shall oversee and coordinate surveillance activities.

a. Contracting Officer (CO) - The CO shall ensure performance of all necessary actions for effective contracting, ensure compliance with the contract terms, and shall safeguard the interests of the United States in the contractual relationship. The CO shall also assure that the contractor receives impartial, fair, and equitable treatment under this contract. The CO is ultimately responsible for the final determination of the adequacy of the contractor's performance.

Assigned Contracting Officer:

Evelyn Ligon-Moton
VISN 6 Network Contract Activity
100 Emancipation Drive
Hampton, VA 23667
757-315-2570
Evelyn.ligon-moton@va.gov

Assigned Contracting Specialist:

Lori D. Miller
VISN 6 Network Contract Activity
100 Emancipation Drive
Hampton, VA 23667
757-728-7082
lori.miller@va.gov

b. Contracting Officer's Representative (COR) - The COR is responsible for technical administration of the contract and shall assure proper Government surveillance of the contractor's performance. The COR shall keep a quality assurance file. The COR is not empowered to make any contractual commitments or to authorize any contractual changes on the Government's behalf.

Assigned Contracting Officer's Representative (COR):

Vickie Eatmon
Asheville VA Medical Center
1100 Tunnel Road
Asheville, VA 28805
828-298-7911, ext. 2514
Vickie.eatmon@va.gov

c. Other Key Government Personnel

Darlene Laughter
Asheville VA Medical Center
100 Tunnel Road
Asheville, VA 24153
828-298-7911, ext. 2514
Darlene.laughter@va.gov

3. CONTRACTOR REPRESENTATIVES

The following employees of the Contractor serve as the Contractor's program manager for this contract.

a. Program Manager (Name): TBD

b. Other Contractor Personnel (Name and Title): N/A

4. PERFORMANCE STANDARDS

Performance standards define desired services. The Government performs surveillance to determine if the contractor exceeds, meets or does not meet these standards.

The Performance Requirements are listed below. The Government shall use these standards to determine contractor performance and shall compare contractor performance to the Acceptable Quality Level (AQL).

Performance Requirements Summary					
ID	Performance Objective	QUALITY STANDARDS	ACCEPTABLE QUALITY LEVEL	METHOD OF SURVEILLANCE	INCENTIVES/ DISINCENTIVES
1	Contractor shall perform the reservations that meet the requirement of PWS IAW Paragraph 2, Section 2.1	Contractor shall successfully performs services throughout the performance period	No incidents allowed with 100% compliance required	COR/CO shall monitor Lodging with periodic or 100% surveillance and investigate all customer complaints	<p>Incentives: Favorable contactor performance evaluation</p> <p>Disincentive: Unfavorable contractor performance evaluation</p> <p>a. Any additions or expense caused by contractor delay is borne by the contractor.</p> <p>b. Delays not approved by the CO/COR may cause Cure notice action and or termination of the contract</p>
2	Contractor shall perform the Check In that meet the requirements of the PWS IAW Paragraph 3, Section 3.2	Contractor shall successfully performs services throughout the performance period	No more than six incidents of the performance period	COR will issue Quick-card surveys and documentation of acceptable performance or customer complaints	<p>Incentives: Favorable contactor performance evaluation</p> <p>Disincentive: Unfavorable contractor performance evaluation</p> <p>a. Any additions or expense caused by contractor delay is borne by the contractor.</p> <p>b. Delays not approved by the CO/COR may cause Cure notice action and or termination of the contract</p>
3	The Contractor shall perform the standards that meet the requirements of PWS IAW Paragraph 4, Section 4.3	Contractor shall successfully performs services throughout the performance period	No more than six incidents of the performance period	COR/CO shall monitor Lodging List Monthly and documentation of unacceptable performance or customer complaints	<p>Incentives: Favorable contactor performance evaluation</p> <p>Disincentive: Unfavorable contractor performance evaluation</p>

					<p>Any additions or expense caused by contractor delay is borne by the contractor.</p> <p>b. Delays not approved by the CO/COR may cause Cure notice action and or termination of the contract.</p>
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5. Incentives/Disincentives

The Government shall use favorable contractor performance evaluations as incentives. The Government shall use unfavorable contractor performance evaluation as disincentives. Incentives/Disincentives shall be based on exceeding, meeting, or not meeting performance standards.

6. PROCEDURES/Methods of QA Surveillance

Various methods exist to monitor the Off-site Outpatient Lodging performance. The COR shall use the surveillance methods listed below in the administration of this QASP.

- a. Direct Observation. (Can be performed periodically or through 100% surveillance)
- b. Complaints. Any complaint data is reviewed by the CO/COR – any validated complaints against a contractor will be further investigated.

7. Ratings

Metrics and methods are designed to determine if performance exceeds, meets, or does not meet a given standard and acceptable quality level. A rating scale shall be used to determine a positive, neutral, or negative outcome. The following ratings shall be used:

Positive outcome: No more than 5 incident of not meeting the performance standard during the period of performance

Neutral outcome: No more than 6 incidents of not meeting the performance standard during the period of performance

Negative outcome: More than 6 incidents of not meeting the performance standard during the period of performance.

8. DOCUMENTING PERFORMANCE

a. Acceptable Performance

The Government shall document positive performance. Any report may become a part of the supporting documentation for any contractual action.

b. Unacceptable Performance

When unacceptable performance occurs, the COR shall inform the Contracting Officer (CO). This will normally be in writing unless circumstances necessitate verbal communication. In any case the COR and the CO shall document the discussion and place it in their respective file.

When the COR determines formal written communication is required, the COR shall prepare a Contract Discrepancy Report (CDR), and present it to the CO. The CO will in turn review and submit to the contractor's program manager for corrective action.

The contractor shall acknowledge receipt of the CDR in writing. The CDR shall specify if the contractor is required to prepare a corrective action plan to document how the contractor shall correct the unacceptable performance and avoid a recurrence. The CDR shall also state how long after receipt the contractor has to present this corrective action plan to the CO and COR. The Government shall review the contractor's corrective action plan to determine acceptability.

Any CDRs may become a part of the supporting documentation for any contractual action deemed necessary by the CO.

9. Frequency of Measurement

a. Frequency of Measurement.

During contract performance, the COR will periodically analyze whether the frequency of surveillance is appropriate for the work being performed.

b. Frequency of Performance Assessment Meetings.

The COR shall meet with the contractor periodically to assess performance and shall provide a written assessment.